

MW ROLE MANDATE



Date assessed: November 2024

<b>Position</b>	Head of Western Treatment Plant & Sewerage Transfer	<b>Reports to</b>	Executive General Manager Service Delivery		<b>Group</b>	2
<b>Division</b>	Service Delivery	<b>Span of Control</b>	Direct Reports: 4	Indirect Reports: 58	<b>Grade</b>	19
<b>Role Purpose</b>				<b>Measures of Success</b>		
<p>The Head of Western Treatment Plant (WTP) &amp; Sewerage Transfer (ST) is accountable to the Executive General Manager Service Delivery for leading the development, operation and maintenance of sewerage transfer and treatment, water recycling, environment and biodiversity for Melbourne Water in accordance with environmental, statutory, contractual, corporate and customer expectations and obligations.</p>				<p><b>Time focus:</b> <i>(see detail over page)</i></p> <p>15% Influencer      15% Strategist                      30% People          40% Driver</p> <p><i>*please note that these may need adjustment if direct reports are also in Group 2</i></p>		
<b>Key Individual Accountabilities</b>				<b>Qualifications &amp; Experience</b>		
<ul style="list-style-type: none"> <li>Responsible for strategy and leadership of the WTP &amp; ST teams.</li> <li>Working and influencing across the Melbourne Water’s Senior Leadership Group to ensure sustainable and innovative future capital and operating plans and budgets for WTP &amp; ST.</li> <li>Providing emergency response and preparedness for safety, asset, treatment process and land management of the Western Treatment Plant &amp; Sewerage Transfer.</li> <li>Ensuring compliance with EPA License requirements.</li> <li>Ensuring delivery of alternative water supply within agreed parameters.</li> <li>Responsible for achieving Service Delivery’s Productivity, Financial and Customer Service targets.</li> <li>Provision of active and effective safety leadership, building a culture of hazard identification and reduction and continuous improvement.</li> <li>Oversight of management systems (Quality, Environment, HACCP and Safety) to support service delivery requirements.</li> </ul>				<ul style="list-style-type: none"> <li>Experience at senior management level within a complex commercial corporate environment. Highly desired if within an operational context.</li> <li>Extensive experience in risk management, safety, emergency response, preparedness and recovery.</li> <li>Digital innovation leadership experience</li> <li>Relevant tertiary degree.</li> <li>Highly desirable:                             <ul style="list-style-type: none"> <li>Experience and demonstrated capability in sewerage operations.</li> <li>Experience managing and operating within a regulated context.</li> <li>Demonstrated understanding of the regulatory and commercial aspects associated with water and/or treatment industry.</li> </ul> </li> </ul>		
<b>Key Shared Accountabilities</b>				<b>Leadership Behaviours</b>		
<ul style="list-style-type: none"> <li><b>Our People:</b> <i>Culture &amp; Engagement Scores, Performance Management, Departmental Workforce and Succession Planning, Structured Hybrid Working Plans</i></li> <li><b>Financial Sustainability:</b> <i>Departmental Budget and Business plan deliverables</i></li> <li><b>Customer and Community:</b> <i>Departmental NPS score as a service; Departmental Customer Satisfaction and Reputation Scores</i></li> <li><b>Safety Leadership:</b> <i>Safety Culture, TRIFR, HPIFR, Claims costs and Safety Scores from C&amp;E survey</i></li> <li><b>Vision and Purpose:</b> <i>Communicates and inspires a shared Departmental vision and strategic direction</i></li> <li><b>Risk:</b> <i>Leads the identification, treatment, monitoring and escalation of risks consistent with the Risk Management framework.</i></li> </ul>				<ul style="list-style-type: none"> <li>Senior leadership mind-set and behaviour</li> <li>Caretaker of Culture - Inspire through role modelling of values, mind-sets and habits to bring to life our desired culture</li> <li>Maturity and judgement necessary to contribute at a high level to complex decision making</li> </ul>		



# MW ROLE MANDATE

Date assessed: November 2024

<b>Decision Rights – Owns</b> <i>*please note that these may need adjustment if direct reports are also in Group 2</i>	<b>Decision Rights - Influences</b>	
<ul style="list-style-type: none"> <li>• Execution of Departmental Strategy and business plan deliverables</li> <li>• Department’s operational budget</li> <li>• Approval of financial expenditure (within delegated authority)</li> <li>• Departmental structure within agreed Corporate Plan FTE &amp; budget</li> <li>• Departmental succession planning</li> <li>• Regulator responses and management</li> </ul>	<ul style="list-style-type: none"> <li>• Embedding a Safety culture across the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• High energy to take action and drive business results</li> <li>• Ability to lead change and communicate with a diverse range of stakeholders</li> <li>• High level communication, relationship management, negotiation and influencing skills</li> <li>• Is an early adopter of company initiatives</li> <li>• Highest standards of professional ethics</li> </ul>

Time Focus			
Influencer	Strategist	People	Driver
<ul style="list-style-type: none"> <li>• Influence change across your teams and organisation to accelerate strategy execution, mind-set change and accountability</li> <li>• Build strategic internal and external relationships i.e. across business and relevant external markets (peers, partners, industry, sector, govt.)</li> <li>• Ensure Board confidence in division</li> <li>• Support Executive General Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Position your business and the enterprise for the future</li> <li>• Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value</li> <li>• Have a point of view on strategic business issues and challenges</li> <li>• Take action to maximise opportunities created by the changing business environment (internally and externally), for the business</li> <li>• Act to support the overall strategy – commercial, market, digital, customer and people – while managing the impact on own business unit</li> </ul>	<ul style="list-style-type: none"> <li>• Leading, coaching and inspiring through physical presence.</li> <li>• Recruiting the right talent to ensure strategy execution</li> <li>• Engaged teams</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered</li> <li>• Driving operational effectiveness, process improvement, technology innovation, achieving capital spend targets, and ensure consistent audit outcomes</li> <li>• Drive capital and maintenance program decisions to ensure a stable operating future for WTP &amp; ST</li> </ul>